

EXHIBIT I

Example Redacted Tesla Litigation Vehicle Service Documents Displaying Improper
“Goodwill” Charges



Tesla Inc.
6692 Auto Center Drive,
Buena Park, CA, US, 90621
Ph: (714) 735-5696

Invoice

SERVICE DEPARTMENT HOURS
Mon-Fri: 8:00 am-6:00 pm
Saturday-Sunday: Sat 9:00am-5:00pm
Sun-Closed

Invoice date	Invoice number
08-Jul-2019	3000S0000178398
Date/Time Received	Date/Time Promised
01-Jul-2019 10:13:43	03-Jul-2019 11:00:00
Odometer In	Odometer Out
29026 Miles	29039 Miles
Ready Date	
08-Jul-2019 04:13:09	
Service Advisor	
Luis Nieves	

B.A.R.# ARD00281021
E.P.A.ID# CAL000409626

Paid

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
Harpreet Dhillon			5YJSA1E29HF228596
	Year	Model	License Plate Number
	2017	Model S	Colour
			Silver Paint
Job Number	Description Of Work	Amount (USD)	
	Concern: Courtesy Inspection-Please inspect cabin air filter		
	Inspected cabin air filter, no replacement needed at this timeTread depth Front Driver Outer: 0 Front Driver Middle: 0 Front Driver Inner: 0 Front Passenger Outer: 0 Front Passenger Middle: 0 Front Passenger Inner: 0 Back Driver Outer: 0 Back Driver Middle: 0 Back Driver Inner: 0 Back Passenger Outer: 0 Back Passenger Middle: 0 Back Passenger Inner: 0Tire pressure Front Driver: 0 Front Passenger: 0 Back Driver: 0 Back Passenger: 0New firmware staged Not NeededWasher fluid top off Performed: NoTire rotation recommended No		
	Correction: Courtesy Inspection		
1	Correction: Check and Adjust Tire Pressure - CA MANDATE		
		Pay Type: Goodwill - Service	0.00
	Concern: Customer states sport mode for steering wheel feels lose.		
	tested all modes of steering and is functioning as designed at this time.		
	Correction: General Diagnosis		
2		Pay Type: Goodwill - Service	0.00
	Concern: Customer states rattling noise at low speeds on rough roads.		
	lubricated left and right front axles.		
	Correction: General Diagnosis		
3		Pay Type: Goodwill - Service	0.00

4	<p>Concern: Customer states does not detect for auto park .</p> <p>was able to use auto park feature multiple times for both parking lots and parallel parking. autopark is functioning as designed at this time. note, very specific parameters must be met before auto park feature will be presented.</p> <p>Correction: General Diagnosis</p>
	Pay Type: Goodwill - Service 0.00
5	<p>Concern: Customer states Since latest update the vehicle Images move haphazardly on dash screen.</p> <p>Correction: General Diagnosis</p>
	Pay Type: Goodwill - Service 0.00

Service Center hourly rate: USD 195

All parts are new unless otherwise specified.

Notes:

Payment Terms:
Due upon receipt.

Total Parts (USD)	0.00
Total Labor (USD)	0.00
Discount	0.00
Subtotal (USD)	0.00
Tax	0.00
Total Amount (USD)	0.00

I authorize the repair work, including parts, materials and labor, on my vehicle to be done as set forth in this service agreement document.

Signature:

Date:

You agree that: Tesla is not responsible for any personal items left in your vehicle; Tesla and its employees may access and operate your vehicle for the sole purpose of testing and/or inspection of repairs; Tesla and its employees may access, download and use the information stored on your vehicle's data recorder to service and diagnose issues with your vehicle, and Tesla may store and aggregate such data for its own purposes; Tesla and its employees will turn off any photo or video capturing devices, such as dashboard cameras, once we receive the vehicle in preparation for service; items may be returned within 30 days with a proof of purchase and must be in their original and uninstalled condition with factory labeling attached and in factory packaging (if supplied); an express mechanic's lien is hereby acknowledged on your vehicle to secure the amount of repairs and storage; the owner's insurance provides exclusive coverage for the vehicle while it is in Tesla's possession; and you may be charged \$35 per day for storage fees from the fourth working day after you are notified that repairs on your vehicle are complete.

Tesla disclaims all express or implied warranties with respect to any repairs or products used in repairs, except as may be set forth in your Tesla-issued New Vehicle Limited Warranty or other extended service agreement. Tesla is not responsible for repairs not performed by, or components not installed by, Tesla. Customer paid Tesla branded parts are covered under "Parts, Body, and Paint Limited Warranty" for the period of 12 months. Please visit <https://www.tesla.com/support> for exceptions, exclusions, and limitations.

Please be aware that your vehicle's dashcams and any other photo or video capturing devices will be automatically disabled for your service visit. Your vehicle's Tesla dashcam will be enabled when you pick up your Tesla from this Service Visit.

Warning: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

Full Name:

**TESLA MOTORS**

5840 West Centinela Avenue
Los Angeles, CA 90045
Ph: 310-649-5483
Fax: (310) 649-5563

Invoice

SERVICE DEPARTMENT HOURS
Mon-Fri: 8:00 a.m. to 6:00 p.m.
9:00 a.m. - 5:00 p.m.

B.A.R.# ARD00274743
E.P.A.ID# CAL000394278

Invoice Date	Reference Number
14-Apr-2017	RONC9824025574
Date/Time Received	Date/Time Promised
14-Apr-2017 8:33 a.m.	
Odometer In	Odometer Out
11074 Miles	11075 Miles
Ready Date	
14-Apr-2017	
Service Advisor	
William Manganaro	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
Shervin Lalezary			5YJSA1E16GF134035
Year	Model	License Plate	Color
2016	Model S		White Paint

Job Number	Description Of Work	Amount (USD)
1	<p>Concern: Perform courtesy inspection.</p> <p>Corrections: Courtesy inspection</p> <p>Checked for active faults: No active faults found (4/14/2017).</p> <ul style="list-style-type: none">- Checked firmware version: Updated to latest version 8.1(17.11.10).- Topped off washer fluid.- Tested and inspected customer's charge cable: Good, no issue. Vehicle charged normally @40amps.- Adjusted tire pressure to: 45 PSI front 45 PSI rear.- Torqued wheels to 175Nm.- Measured tire tread depth at: (Outer) (Center) (Inner) <p>LF: 7/32 7/32 7/32 RF: 7/32 7/32 7/32 LR: 6/32 6/32 6/32 RR: 6/32 6/32 6/32</p> <p>Thank you for your business.</p> <p>Pay Type: Goodwill</p>	0.00
2	<p>Concern: Customer states: The low tire pressure light is on.</p> <p>Corrections: Check and Adjust Tire Pressure - CA MANDATE</p> <p>All 4 tires found to be near low tire pressure threshold. No damage or puncture found. Set tires to spec. No further actions required at this time.</p> <p>Pay Type: Goodwill</p>	0.00

3	<p>Concern: Customer states: When using any streaming audio, there is a loading wheel that come up for about 10 seconds. Sometimes during the middle of playback it will stop and begin loading again.</p> <p>Corrections: Audio System - Speakers Subwoofer Amplifier General Diagnosis Conclusion: No Trouble Found</p> <p>Concern related to firmware bug. Vehicle has been staged with latest firmware. Update is scheduled to install over night. No further repairs needed</p> <p>Pay Type: Goodwill</p>	0.00
4	<p>Concern: Perform annual service. 1st.</p> <p>Corrections: Fixed Price Annual Service 1 Year/12500 Mile/20000 km - All-Wheel Drive</p> <ul style="list-style-type: none"> - Pulled logs and checked for active faults: No active faults 4/14/17 - Checked firmware version: Updated to latest version 8.1 (17.14.23). - Performed function check of closures (moving glass, doors, trunks): Cleaned and lubricated latches. Good, no issue. - Replaced: <ul style="list-style-type: none"> - Wiper Blades - Key Fob Battery - Cabin Air Filter - Remote Keyless Entry: Good, no issue - Seat belts and latches: Good, no issue - Interior/exterior lighting and horn: Good, no issue - Performed inspection of powertrain and chassis components: Good, no issues. - Checked fluid levels: Topped off washer fluid. Brake and coolant levels optimal. No signs of leakage. - Inspected tires and rotated as necessary. - Measured tire tread depth at: <ul style="list-style-type: none"> (Outer) (Center) (Inner) LF: 6/32 6/32 6/32 RF: 6/32 6/32 6/32 LR: 7/32 7/32 7/32 RR: 7/32 7/32 7/32 - Adjusted tire pressures to B-pillar spec: 45 psi Front, 45 psi Rear - Measured brake pad thickness (mm) LF: RF: LR: RR: Park: 8 8 8 8 5 - Performed 4-wheel alignment check: Performed adjustment necessary - Test drive: Vehicle functions as designed <p>Pay Type: Goodwill</p>	0.00

5	Concern: Additional Items for Annual Service (Included)		0.00
	Corrections: Fixed Price Annual Service 1 Year/12500 Mile/20000 km - All-Wheel Drive		
	Annual parts replacement performed.		
	Parts Replaced or Added		
	Part	Quantity	
	WIPER BLADE ASSEMBLY - PASSENGER SIDE (1051496-00-A)	1	
	WIPER BLADE ASSEMBLY - DRIVER SIDE - BOSCH 700MM MODEL S LEFT HAND DRIVE (1051495-00-A)	1	
	BATTERY LITHIUM COIN 3V 20MM (2006794)	2	
	Carbon filter (1035125-00-A)	1	
	Pay Type: Service Plan		

Service Center hourly rate: USD 175.00

All parts are new unless otherwise specified.

Notes:

Payment Terms:

Due upon receipt. PLEASE QUOTE THE INVOICE NUMBER WITH YOUR PAYMENT

Total Labor & Miscellaneous Items	0.00
Total Parts	0.00
Shipping	0.00
Discount	0.00
Referral Credit	0.00
Subtotal	0.00
Sales Tax	0.00
TOTAL AMOUNT	0.00

Additional Amount	Revised Estimate	Job Number	Date & Time	Approved By (# If By Phone)

You agree that: Tesla is not responsible for any personal items left in your vehicle; Tesla and its employees (including those of its affiliates) may access and operate your vehicle or transport your vehicle to another Tesla service location for the sole purpose of repairs, testing and/or inspection of repairs; Tesla and its employees may access, download and use the information stored on your vehicle's data recorder to service and diagnose issues with your vehicle, and Tesla may store and aggregate such data for its own purposes; an express mechanic's lien is hereby acknowledged on your vehicle to secure the amount of repairs and storage; the owner's insurance provides exclusive coverage for the vehicle while it is in Tesla's possession; and you may be charged storage fees from the fourth working day after you are notified that repairs on your vehicle are complete.

Tesla disclaims all express or implied warranties with respect to any repairs or products used in repairs, except as may be set forth in your Tesla-Issued New Vehicle Limited Warranty or other extended service agreement. Tesla is not responsible for repairs not performed by, or components not installed by, Tesla.

I authorize the repair work, including parts, materials and labor, on my vehicle to be done as set forth in this service agreement document.

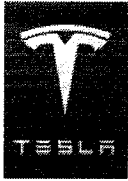
Signature:

Date:

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**TESLA MOTORS**

811 S San Fernando Blvd.,
Burbank, CA 91502
Ph: 818-480-9217
Fax: 818-840-0021

Invoice

SERVICE DEPARTMENT HOURS
Mon-Fri: 8AM-6PM

B.A.R.# ARD00281719
E.P.A.ID# CAL000411693

Invoice Date	Reference Number
29-May-2018	RONC9711031723
Date/Time Received	Date/Time Promised
29-May-2018 9:40 a.m.	
Odometer In	Odometer Out
11632 Miles	11634 Miles
Ready Date	
29-May-2018	
Service Advisor	
Shant Petrossian	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
Steve Yazeji			5YJSA1E28HF198913
	Year	Model	License Plate
	2017	Model S	
			Color
			Solid Black Paint

Job Number	Description Of Work	Amount (USD)				
1	<p>Concern: #VSC customer states right directional/blinker does nothing.</p> <p>Corrections: Exterior Lights General Diagnosis</p> <p>Recommend to replace right head lamp assembly.</p> <p>Corrections: Headlight Assembly - RH (Remove & Replace)</p> <p>Removed and replaced right head lamp assembly.</p> <p>Parts Replaced or Added</p> <table><tr><th>Part</th><th>Quantity</th></tr><tr><td>HD/LP ASY, SAE UP-LEVEL, RH (1053571-00-D)</td><td>1</td></tr></table> <p>Pay Type: Goodwill - Service</p>	Part	Quantity	HD/LP ASY, SAE UP-LEVEL, RH (1053571-00-D)	1	0.00
Part	Quantity					
HD/LP ASY, SAE UP-LEVEL, RH (1053571-00-D)	1					
2	<p>Concern: #VSC Customer states AC randomly turns on.</p> <p>Corrections: Cabin HVAC General Diagnosis</p> <p>Updated over the air firmware to most current version: v 2018.18</p> <p>Advise customer on the scroll wheel control for A/C system</p> <p>Pay Type: Goodwill - Service</p>	0.00				

3

Concern: Perform courtesy inspection.

Corrections: Courtesy Inspection

-Checked for Active alerts: No active alert exist
 -Checked firmware version: Updated to latest Version
 -Topped off washer fluid.
 -Verified wiper and washer jet operation: Good no other issue.
 -Set all tire pressure to proper specifications
 -Measured tire tread depth at 32nds:

LF: 4/32

RF: 4/32

LR: 6/32

RR: 6/32

Checked and adjusted tire pressure per CA mandate.
 Front 45 PSI and Rear 45 PSI.

0.00

Corrections: Check and Adjust Tire Pressure - CA MANDATE

Set tire pressure to proper inflation:

Left Front - 45 psi

Right Front - 45 psi

Left Rear - 45 psi

Right Rear - 45 psi.

Corrections: Car Wash

Performed courtesy car wash on vehicle per service.

Pay Type: Goodwill - Service

Service Center hourly rate: USD 195.00

All parts are new unless otherwise specified.

Notes:

Payment Terms:

Due upon receipt. PLEASE QUOTE THE INVOICE NUMBER
 WITH YOUR PAYMENT

Total Labor & Miscellaneous Items	0.00
Total Parts	0.00
Shipping	0.00
Discount	0.00
Referral Credit	0.00
Subtotal	0.00
Sales Tax	0.00
TOTAL AMOUNT	0.00

Additional Amount	Revised Estimate	Job Number	Date & Time	Approved By (# If By Phone)

**TESLA MOTORS**

45500 Fremont Boulevard
Fremont, CA 94538
Ph: (510) 249-4092
Fax: (510) 249-2413

Invoice

SERVICE DEPARTMENT HOURS
Mon-Fri: 9:00 a.m. to 6:00 p.m.

B.A.R.# ARD00269989

Invoice Date	Reference Number
19-Oct-2018	RONC9100099734
Date/Time Received	Date/Time Promised
19-Oct-2018 9:31 a.m.	
Odometer In	Odometer Out
15430 Miles	15432 Miles
Ready Date	
02-Nov-2018	
Service Advisor	
Giovanna Toledo	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
Karim Somani			5YJSA1E11GF176144
	Year	Model	License Plate
	2016	Model S	
			Color
			Deep Blue Metallic Paint

Job Number	Description Of Work	Amount (USD)
1	<p>Concern: Check Tire Pressure per CA mandate</p> <p>Corrections: Check and Adjust Tire Pressure - CA MANDATE</p> <p>Set tire pressure to specified pressure: Left Front - 45 psi Right Front - 45 psi Left Rear - 45 psi Right Rear - 45 psi</p> <p>Pay Type: Goodwill - Service</p>	0.00
2	<p>Concern: Perform courtesy inspection.</p> <p>Corrections: Courtesy Inspection</p> <p>-Checked for Active alerts: No active alert exist -Checked firmware version: Updated to latest Version -Topped off washer fluid. -Verified wiper and washer jet operation: Good no other issue. -Tested vehicle charge with a shop cable at 32 amps without issue. -Tire pressure set to proper specifications</p> <p>Pay Type: Goodwill - Service</p>	0.00

Concern: Customer: Touchscreen is blank, does not come back on its own, scroll reset has no effect. Owner performed reset today 10/12 at 12:39pm ct. Nothing plugged into USB at this time. Vehicle is still drive-able. Note: touchscreen also has yellow border

Corrections: Media Control Unit (Touchscreen) General Diagnosis

Diagnostics show the media control unit is not working appropriately. Recommend replacement.

Corrections: Replace MCU Touchscreen, Model S

3

Removed and replaced the touchscreen/MCU, pushed updated firmware to ensure proper communication, and function tested to confirm concern has been rectified.

0.00

Parts Replaced or Added

Part	Quantity
SERVICE MCU KIT - NORTH AMERICA (1458829-00-B)	1

Pay Type: Goodwill - Service

Concern: please check the battery. It drains down much faster than before

Corrections: HV Battery Assembly General Diagnosis

Performed HV battery health check and inspected other aspects of the HV battery. Found battery degradation to be within acceptable parameters and is operating normally. Please note that as outside temperatures begin to drop, it is normal for range to decrease in colder temperatures. The HV battery needs to be able to warm the coolant in order to perform as designed.

4

0.00

Pay Type: Goodwill - Service

Concern: Check the steering column too. It pulls towards left when the steering wheel is straight.

Corrections: Four Wheel Alignment - Check and Adjust (with Air Suspension)

Performed four wheel alignment. Road tested to verify proper vehicle tracking after adjustments. Vehicle is now driving straight and steering wheel is no longer off center.

5

0.00

Pay Type: Goodwill - Service

Service Center hourly rate: USD 175.00
All parts are new unless otherwise specified.

Notes:	Total Labor & Miscellaneous Items	0.00
	Total Parts	0.00
	Shipping	0.00
	Discount	0.00
	Referral Credit	0.00
Payment Terms:	Subtotal	0.00
Due upon receipt. PLEASE QUOTE THE INVOICE NUMBER WITH YOUR PAYMENT	Sales Tax	0.00
	TOTAL AMOUNT	0.00

Additional Amount	Revised Estimate	Job Number	Date & Time	Approved By (# If By Phone)
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I agree that:

- Tesla is not responsible for any personal items left in my vehicle.
- Tesla and its employees may access and operate my vehicle or transport it to another Tesla service location for the purpose of repairs, testing and/or inspection of repairs.
- Tesla and its affiliates may access, download, and use the Telematics Log Data and any other data on my vehicle to diagnose or service issues with it, and Tesla may store the data for its own purposes.
- Tesla and its employees will turn off any photo or video capturing devices, such as dashboard cameras, once we receive the vehicle in preparation for service.
- Items may be returned within 30 days with a proof of purchase and must be in their original and uninstalled condition with factory labeling attached and in factory packaging (if supplied).
- I understand that if Tesla and its affiliates have to remove a child safety seat to complete service to my vehicle, I am responsible for reinstalling the child safety seat.
- Tesla may disclose information about me and details related to the damage and repair of my vehicle to its service providers and any insurance company that may contribute to the payment of repair services.
- An express mechanic's lien is hereby acknowledged on my vehicle to secure the amount of repairs, fines (if any) and storage.
- My insurance provides exclusive coverage for the vehicle while it is in Tesla's possession.
- I may be charged storage fees from the fourth working day after I am notified that repairs on my vehicle are complete.
- I am responsible for all repair charges incurred, including any insurance company deductible payments, betterments, and any costs associated with collection of unpaid amounts. I further acknowledge that I am responsible for full payment if anyone making payments on my behalf fail to make such payments.

I authorize Tesla to:

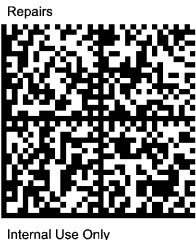
- complete the repair work, including parts, materials and labor, on my vehicle as set forth in this service agreement document.
- dispose of old parts unless otherwise instructed in writing.
- obtain sublet services as necessary.
- act with the Power of Attorney to endorse insurance checks to pay for the repair charges incurred.

I authorize the insurance carrier paying my claim to process direct payment to Tesla, Inc. for the repairs to my vehicle identified above.

Signature:	Date:
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**TESLA MOTORS**

9428 Reisterstown Rd,
Owings Mills, MD 21117
Ph: 410-415-1411
Fax:

Invoice**SERVICE DEPARTMENT HOURS**

M.V.R.T.# 3550

Invoice Date

11-Jul-2018

Date/Time Received

11-Jul-2018 9:17 a.m.

Odometer In

14027 Miles

Ready Date

24-Jul-2018

Service Advisor

Zachary Rippeon

Reference Number

RONS820004997

Date/Time Promised

Odometer Out

14033 Miles

Bill To

Scott Breza

Mobile Phone

Additional Phone

Vehicle Identification Number

5YJXCBE22HF049273

Year

Model

License Plate

Color

2017

Model X

Red Multi-Coat Paint

Job Number

Description Of Work

Amount (USD)

Concern: Customer: While using AP vehicle veered right and then back left. Also had issues on class 4 road. Logs pulled

Corrections: Autosteer General Diagnosis

This incident occurred on what is classified as a road class 4 (city roads with single lane but opposing traffic). As stated in the owner's manual: "Auto-steer is intended for use only on highways and limited-access roads with a fully attentive driver". Highways and limited-access roads are classified as roads such as (I-695) and (I-395).

0.00

Performed a full system diagnostics and are able to determine that there are no hardware issues, and is likely related to road conditions and the vehicles interpretation of its surroundings.

Pay Type: Goodwill - Service

Concern: Customer: Passenger front window went down but would not go back up.

Corrections: Window Regulator - Front - RH - Recalibrate

Performed window calibration procedure. Verified window operation has been restored.

2

Pay Type: Goodwill - Service

0.00

Concern: Customer: Passenger front door rattles on rough pavement

Corrections: Door Glass and Regulators General Diagnosis

Found the upper bright work rubbing on the right front fender. Insulated the area between the right front fender and the bright work with an anti-friction material.

3

Pay Type: Goodwill - Service

0.00

Concern: Customer: Popping when door is opening

Corrections: Front Door Drive Unit - RH

Replaced RH front door drive motor.

Parts Replaced or Added

4

Part	Quantity
FRONT DOOR DRIVE UNIT RH (1045352-00 1-E)	1

0.00

Pay Type: Warranty

Concern: Customer: Falcon wing door makes noise when opening.

Corrections: Adjustment General Diagnosis

Verified noise when doors open/close. Performed adjustments to improve the clearance between the hinge covers and the hinges on both doors. Verified noise no longer present.

5

Pay Type: Goodwill - Service

0.00

Concern: Customer: Streaks on passenger rear FWD

Corrections: Seal - Belt - Door Inner - Rear - RH

Verified streaks, visual inspection found inner belt molding has debris embedded into the felt portion of the molding. Cleaned the molding and the streaking was drastically reduced but still slightly present. Replaced belt molding. verified fix,

6

Parts Replaced or Added

0.00

Part	Quantity
INNER BELT SEAL RH RR (1032180-88-C)	1

Pay Type: Warranty

Concern: Customer: Parking sensors on right side of vehicle randomly detect ghost objects.

Corrections: Parking Sensors General Diagnosis

Perform a sensor test on all 12 of the ultrasonic parking sensors and they all passed. Visually inspected the bumper sensors and they are all in good condition. As a note, dirt, debris, rain and snow can affect the operation of these sensors. At this time the sensors are functioning normally and detecting objects when present or no objects with none present as designed.

7

0.00

Pay Type: Goodwill - Service

Concern: Customer: MCU freezes

Corrections: Media Control Unit (Touchscreen) General Diagnosis

viewing the infotainment data there was no system crash data that indicated a hardware failure or issue. Cleared system memory, performed a factory reset. (user profile/memory settings/Bluetooth and homelink devices will need to be reentered) Also websites that use a lot of data and have large or scrolling images can cause touch screens to run slow causing poor performance.

8

0.00

Pay Type: Goodwill - Service

Concern: Perform courtesy inspection.

Corrections: Courtesy Inspection

-Checked firmware version: Updated to latest Version.
 -Topped off washer fluid.
 -Verified wiper and washer jet operation: Good, no issue
 -Checked all seat belts and latches.
 -Vehicle charged normally. Yes
 -Adjusted tire pressure to: 42 PSI front, 42 PSI rear.
 -Measured tire tread depth at:
 LF: 7/32
 RF: 7/32
 LR: 7/32
 RR: 7/32

0.00

Pay Type: Goodwill - Service

Concern: Customer: Rear power hatch strut making noise when opening/closing.

Corrections: Power Strut - Liftgate

Replaced rear powered lift gate strut.

Parts Replaced or Added

Part	Quantity
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LIFTGATE POWER STRUT LH (1065664-00-A)	1
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0.00

Corrections: Carrier - Sensor - Ultrasonic - Rear Door - RH

Right falcon wing door showing false object detection. Technician noted that the RH falcon door sensor is picking up false objects. Replaced RH falcon door sensor.

Parts Replaced or Added

Part	Quantity
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SENSOR, ULTRASONIC, RADIAL, COUPLING TAPE (1055890-00-E)	1
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Pay Type: Warranty

Service Center hourly rate: USD 150.00

All parts are new unless otherwise specified.

Notes:

Payment Terms:

Due upon receipt. PLEASE QUOTE THE INVOICE NUMBER WITH YOUR PAYMENT

Total Labor & Miscellaneous Items	0.00
Total Parts	0.00
Shipping	0.00
Discount	0.00
Referral Credit	0.00
Subtotal	0.00
Sales Tax	0.00
TOTAL AMOUNT	0.00

Additional Amount	Revised Estimate	Job Number	Date & Time	Approved By (# If By Phone)
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**TESLA MOTORS**

1605 Route 70 West,
Cherry Hill, NJ 08002
Ph: 856-356-1088
Fax:

Invoice**SERVICE DEPARTMENT HOURS**

Invoice Date: 12-Nov-2018
Reference Number: RONS15100C
Date/Time Received: 12-Nov-2018 9:53 a.m.
Date/Time Printed:
Odometer In: 1806 Miles
Odometer Out: 1808 Miles
Ready Date: 16-Nov-2018
Service Advisor: Graeme Reeves

Bill To
James Early

Mobile Phone

Additional Phone

Vehicle Identification

5YJ3E1EB3JF06

Year

Model

License Plate

Color

2018

Model 3

Deep Blue Metal

Job Number	Description Of Work	Amount (USD)
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Concern: Customer: was in on 10/17 to have his paint looked at again. He is not happy with the wet sanding that was done. He states that it looks like there is a layer of sand underneath the clear coat now. Customer also states that there are swirls in the paint and that the scratch that was supposed to be fixed is faintly still there. At this point, the customer is upset that his brand new vehicle has a service record and needs to be brought in again.

Corrections: Paint - Sublet

1

Sent vehicle to body shop for cosmetic corrections. All note corrections resolved by body shop. No additional attention required at this time.

Pay Type: Goodwill - Sales/Delivery

Service Center hourly rate: USD 175.00

All parts are new unless otherwise specified.

Notes:

Payment Terms:

Due upon receipt. PLEASE QUOTE THE INVOICE NUMBER WITH YOUR PAYMENT

Total Labor & Miscellaneous Items

Total Parts

Shipping

Discount

Referral Credit

Subtotal

Sales Tax

TOTAL AMOUNT

Additional Amount

Revised Estimate

Job Number

Date & Time

App
Pho





Tesla Inc.
135 Route 22 East
Springfield, NJ 07081
Ph: (973) 921-0925
Fax:

Invoice

SERVICE DEPARTMENT HOURS
Mon-Fri: 9:00 a.m. to 6:00 p.m.

PAID

E.P.A.ID# NJR986639698

Invoice Date	Invoice Number
25-Apr-2019	US-009-0000864550
Date/Time Received	Date/Time Promised
25-Apr-2019 04:33 AM	25-Apr-2019 08:45 AM
Odometer In	Odometer Out
2095.1 Miles	2096.9 Miles
Ready Date	
2019-04-25T18:04:48Z	
Service Advisor	
Angle Ayo	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
Deepak Belani			5YJXCAE2XJF135852
	Year	Model	License Plate
	2018	Model X	

Job Number	Description Of Work	Amount (USD)
1	<p>Courtesy Inspection</p> <p>perform courtesy inspection of vehicle.Tread depth Front Driver Outer: 0 Front Driver Middle: 0 Front Driver Inner: 0 Front Passenger Outer: 0 Front Passenger Middle: 0 Front Passenger Inner: 0 Back Driver Outer: 0 Back Driver Middle: 0 Back Driver Inner: 0 Back Passenger Outer: 0 Back Passenger Middle: 0 Back Passenger Inner: 0Tire pressure Front Driver: 0 Front Passenger: 0 Back Driver: 0 Back Passenger: 0New firmware staged Not NeededWasher fluid top off Performed: NoTire rotation recommended No</p> <p>Correction: Courtesy Inspection</p> <p>Pay Type: Goodwill - Service</p>	0.00
2	<p>Noise from 2nd and 3rd seats - RC</p> <p>confirmed customer complainant for rear seat squeak. Both rear seats were removed and both guide pin holes were modified to reduce contact with guide pins. vehicle test driven with drive tech to perform proper fix. no squeak is currently heard from rear of vehicle</p> <p>Correction: General Diagnosis</p> <p>Pay Type: Goodwill - Service</p>	0.00

Service Center hourly rate: 175.0

All parts are new unless otherwise specified.

Notes:

Payment Terms:
Due upon receipt.

Subtotal Labor & Miscellaneous Items	0.00
Labor & Miscellaneous Items Price Adjustment	0.00
Total Labor	0.00
Subtotal Parts	0.00
Parts Price Adjustment	0.00
Total Parts	0.00
Shipping	0.00
Referral Credit	0.00
Subtotal	0.00
Sales Tax	0.00
TOTAL AMOUNT	0.00
TOTAL PAID	0.00
DUE AMOUNT	0.00

I authorize the repair work, including parts, materials and labor, on my vehicle to be done as set forth in this service agreement document.

Signature:

Date:

You agree that: Tesla is not responsible for any personal items left in your vehicle; Tesla and its employees may access and operate your vehicle for the sole purpose of testing and/or inspection of repairs; Tesla and its employees may access, download and use the information stored on your vehicle's data recorder to service and diagnose issues with your vehicle, and Tesla may store and aggregate such data for its own purposes; Tesla and its employees will turn off any photo or video capturing devices, such as dashboard cameras, once we receive the vehicle in preparation for service; Items may be returned within 30 days with a proof of purchase and must be in their original and uninstalled condition with factory labeling attached and in factory packaging (if supplied); an express mechanic's lien is hereby acknowledged on your vehicle to secure the amount of repairs and storage; the owner's insurance provides exclusive coverage for the vehicle while it is in Tesla's possession; and you may be charged \$35 per day for storage fees from the fourth working day after you are notified that repairs on your vehicle are complete.

Tesla disclaims all express or implied warranties with respect to any repairs or products used in repairs, except as may be set forth in your Tesla-issued New Vehicle Limited Warranty or other extended service agreement. Tesla is not responsible for repairs not performed by, or components not installed by, Tesla. Customer paid Tesla branded parts are covered under "Parts, Body, and Paint Limited Warranty" for the period of 12 months. Please visit <https://www.tesla.com/support> for exceptions, exclusions, and limitations.

FullName

**TESLA MOTORS**

1605 Route 70 West ,
Cherry Hill, NJ 08002
Ph: 610-407-7030
Fax: 610-650-4246

Invoice

SERVICE DEPARTMENT HOURS
Mon-Fri: 7:00 am-7:00 pm
Saturday 8:00am-4:00pm

Invoice Date	Reference Number
13-Sep-2018	RON1173000771
Date/Time Received	Date/Time Promised
13-Sep-2018 9:32 p.m.	
Odometer In	Odometer Out
3 Miles	3 Miles
Ready Date	
13-Sep-2018	
Service Advisor	
Jon Walker	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number
Jeff Salvage			5YJ3E1EA7JF005558
	Year	Model	License Plate
	2018	Model 3	

Job Number	Description Of Work	Amount (USD)
1	<p>Concern: Mobile Service (on-site work performed)</p> <p>Corrections: Mobile Service - Level 1 Vehicle</p> <p>Performed on site Tesla mobile repair.</p> <p>Pay Type: Goodwill - Service</p>	0.00
2	<p>Concern: Customer: Feature Request: Infotainment - Connectivity;</p> <p>-Phones don't connect via bluetooth</p> <p>Wife -Samsung note 8 and hub note 9</p> <p>-Sometimes the app doesn't connect to the car</p> <p>-Radio static while streaming</p> <p>-Screech and scream and eventually crash</p> <p>-Has trouble entering the car sometimes</p> <p>-OTA Firmware updates have failed</p> <p>Corrections: Audio System - Bluetooth General Diagnosis</p> <p>Verified fixes in place for some issues, Bluetooth and phone for key are still having issues. Verified issues and collected timestamps. Going to submit engineering ticket for further diagnosis. Customer will submit timestamps if possible and bug reports when issues arise.</p> <p>Pay Type: Goodwill - Service</p>	0.00

Service Center hourly rate: USD 150.00

All parts are new unless otherwise specified.

Notes:

Payment Terms:

Due upon receipt. PLEASE QUOTE THE INVOICE NUMBER
WITH YOUR PAYMENT

Total Labor & Miscellaneous Items	0.00
Total Parts	0.00
Shipping	0.00
Discount	0.00
Referral Credit	0.00
Subtotal	0.00
Sales Tax	0.00
TOTAL AMOUNT	0.00

Additional Amount	Revised Estimate	Job Number	Date & Time	Approved By (# If By Phone)
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You agree that: Tesla is not responsible for any personal items left in your vehicle; Tesla and its employees may access and operate your vehicle for the sole purpose of testing and/or inspection of repairs; Tesla and its employees may access, download and use the information stored on your vehicle's data recorder to service and diagnose issues with your vehicle, and Tesla may store and aggregate such data for its own purposes; Tesla and its employees will turn off any photo or video capturing devices, such as dashboard cameras, once we receive the vehicle in preparation for service; Items may be returned within 30 days with a proof of purchase and must be in their original and uninstalled condition with factory labeling attached and in factory packaging (if supplied); an express mechanic's lien is hereby acknowledged on your vehicle to secure the amount of repairs and storage; the owner's insurance provides exclusive coverage for the vehicle while it is in Tesla's possession; and you may be charged storage fees from the fourth working day after you are notified that repairs on your vehicle are complete. Tesla disclaims all express or implied warranties with respect to any repairs or products used in repairs, except as may be set forth in your Tesla-issued New Vehicle Limited Warranty or other extended service agreement. Tesla is not responsible for repairs not performed by, or components not installed by, Tesla. I authorize the repair work, including parts, materials and labor, on my vehicle to be done as set forth in this service agreement document.

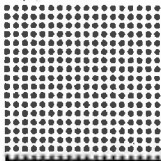
Signature:

Date:

Warning: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

Repairs



Internal Use Only

Payment



Internal Use Only